

# U.S. MISSION, PAKISTAN - CONSULATE GENERAL KARACHI

## VACANCY ANNOUNCEMENT NUMBER: 13-50

<b>OPEN TO:</b>	All Interested Candidates	<b>OPENING DATE:</b>	March 12, 2013
<b>POSITION:</b>	<b>Passport and Citizenship Clerk, FSN-6, FP-8*</b>	<b>CLOSING DATE:</b>	March 25, 2013
<b>POSITION NO:</b>	K-30160		
<b>WORK HOURS:</b>	Full-time; 40 hours/week		
<b>SALARY:</b>	*Not-Ordinarily Resident: US\$35,753 p.a. (Starting salary) (Position Grade: FP-8 to be confirmed by Washington) *Ordinarily Resident: FSN-6, Rs.603,027 p.a. (Starting salary) (Position Grade FSN-6)		

**NOTE:** ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Consulate General in Karachi is seeking an individual for the position of Passport and Citizenship Clerk in the Consular Section.

### **BASIC FUNCTION OF POSITION:**

The incumbent is responsible for entering data, ensuring that files are updated, answering phone and email inquiries, scheduling American Citizen case appointments. The incumbent also assists the Senior American Citizen Services Specialist with a variety of routine and emergency consular services for Americans in the Karachi Consular District, including passport and citizenship adjudication, welfare and whereabouts, child custody, arrests, deaths, repatriations. The incumbent also serves as the primary consular cashier for all NIV and ACS services requiring fees. Incumbent generates standard reports from web based software (ACRS) on a daily, monthly, and annual basis. The incumbent is also responsible for maintaining and updating Karachi's Consular Section webpage.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office.

### **QUALIFICATIONS REQUIRED:**

**NOTE:** *All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.*

- 1. EDUCATION:** Completion of twelve years of education is required.
- 2. EXPERIENCE:** Two to three years of experience in customer service to provide information or resolve issues involving the application complex regulatory material including accounting experience required.
- 3. LANGUAGE:** Level IV (Fluent) Speaking/Reading/Writing of English and Urdu are required. Language skills may be tested.
- 4. KNOWLEDGE:** The incumbent needs to have a detailed knowledge of all regulations involving American Citizen Services as well as applicable local laws, regulations, procedures, and local entry/exit and other travel regulations. The incumbent must be familiar with accounting principles and fraud/counterfeit trends and maintain accountability and be liable for cash and controlled equipment.
- 5. ABILITIES & SKILLS:** The incumbent is required to have excellent customer services skills and use tact and good judgment in dealing with the public. Incumbent should have the ability to exercise judgment in evaluation evidence and to apply relatively complex regulations appropriately. Incumbent must be able to work independently. Ability to use specialized cashier and consular software is required. Must have the ability to function effectively under pressure while processing transactions.

**SELECTION PROCESS:**

When equally qualified, U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

**ADDITIONAL SELECTION CRITERIA:**

1. Management will consider nepotism/conflict of interest, budget and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Applicants for the position must meet the **required** qualifications as advertised in the vacancy announcement.
5. Current employees who have voluntarily reassigned/promoted from one position to another are not eligible to apply for **six months** from the effective date of the reassignment/promotion.
6. Current employees who have received any job-related training are not eligible to apply in another section/agency for **six months** from the effective date of the training.
7. Candidates need to indicate on the Application for Employment if any family member is working in the U.S. Mission, Pakistan and, if so, in which section.
8. U. S. Mission Pakistan will not bear any travel expenses for testing, interviews, pre-employments clearances (if selected) or relocating for joining.

**TO APPLY:**

Interested applicants must submit their completed [DS-174](#) (Application for Employment as LE Staff) by e-mail submission only at [PakJobs@state.gov](mailto:PakJobs@state.gov). The Vacancy Announcement Number (e.g. 13-50) must be mentioned in the subject line of the email.

Incomplete applications or submissions received after the closing date will not be considered. Please do not attach any documents with your application; you will be informed when your documents are required. Only those candidates meeting all the requirements will be contacted for a test/interview. To review all advertised positions, please visit Embassy website [http://islamabad.usembassy.gov/employment\\_opportunities.html](http://islamabad.usembassy.gov/employment_opportunities.html).

**DEFINITIONS:**

1. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has the required work and/or residency permit for employment in country.
2. Not-Ordinarily Resident (NOR): Typically NORs are U.S. citizen EFM's (Eligible Family Members) and family members of United States Government personnel who are on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

**CLOSING DATE FOR THIS POSITION: March 25, 2013**

U. S. Mission, Pakistan is an equal opportunity employer. All applicants will receive consideration without regard to race, color, religion, gender, national origin, disability, age, sexual orientation, social status, or political ideologies/affiliation.